

第 8 章 CHAPTER 8 報告 — 最重要的 Copilot 使用案例之一 Reporting—One of the Most Important Copilot Use Cases

最強大的 LLM 用例之一是報告。然而，報導經常被忽視，取而代之的是更性感的表親，例如法學碩士能夠毫不費力地創作有關太空海盜和鱷魚的俳句。本章繼續探討 Copilot 設計的複雜性，以上一章關於 Copilot 最佳做法為基礎。在本章中，我將重點放在報告，這是一種關鍵的新興 LLM 設計模式，使用 Zoom AI Companion 和 Microsoft Security Copilot 作為示例，因其實用性和對 AI 優先功能的無畏擁抱而著稱。

One of the most powerful LLM use cases is reporting. Yet, reporting is often overlooked in favor of its sexier cousins, like LLMs' ability to effortlessly compose haikus about space pirates and crocodiles. This chapter continues exploring the intricacies of Copilot design, building on the previous chapter on Copilot best practices. In this chapter, I focus on reporting, a critical emerging LLM design pattern, using Zoom AI Companion and Microsoft Security Copilot as examples notable both for their usefulness and their fearless embrace of AI-first features.

Zoom AI 伴侶

Zoom AI Companion

人工智慧驅動的價值和實用性的一個光輝例子是 Zoom AI Companion (簡稱 ZAC)。ZAC 提供了競爭產品中沒有的幾個令人羨慕的功能，包括 AI 驅動的會議摘要功能。

One shining example of AI-driven value and utility is the Zoom AI Companion (ZAC for short). ZAC provides several envy-inducing features not found in competing products, including the AI-driven meeting summary feature.

會議摘要

Meeting Summary

ZAC 提供使用文字記錄摘要會議的簡單方法。ZAC 為用戶提供了最少的微調控制，但它之所以如此有用，正是因為它不需要時間來設置。使用者無需執行太多操作即可享受記錄會議摘要和後續步驟的直接好處——人工智慧開箱即用地處理一切（見圖 8.1）。

ZAC provides an easy way to summarize a meeting using the transcript. ZAC offers users minimal controls for fine-tuning, but it is so useful precisely because it takes no time to set up. Users can enjoy the immediate benefit of documenting the meeting summary and next steps without doing much at all—the AI takes care of everything out of the box (see Figure 8.1).

回答有關會議的問題

Answer Questions About the Meeting

ZAC 會自動總結會議，並可以回答有關會議的具體問題，提供行動項目、截止日期和其他關鍵信息，如圖 8.2 所示。

ZAC automatically summarizes the meeting and can answer specific questions about it, providing action items, due dates, and other key information, as shown in Figure 8.2.

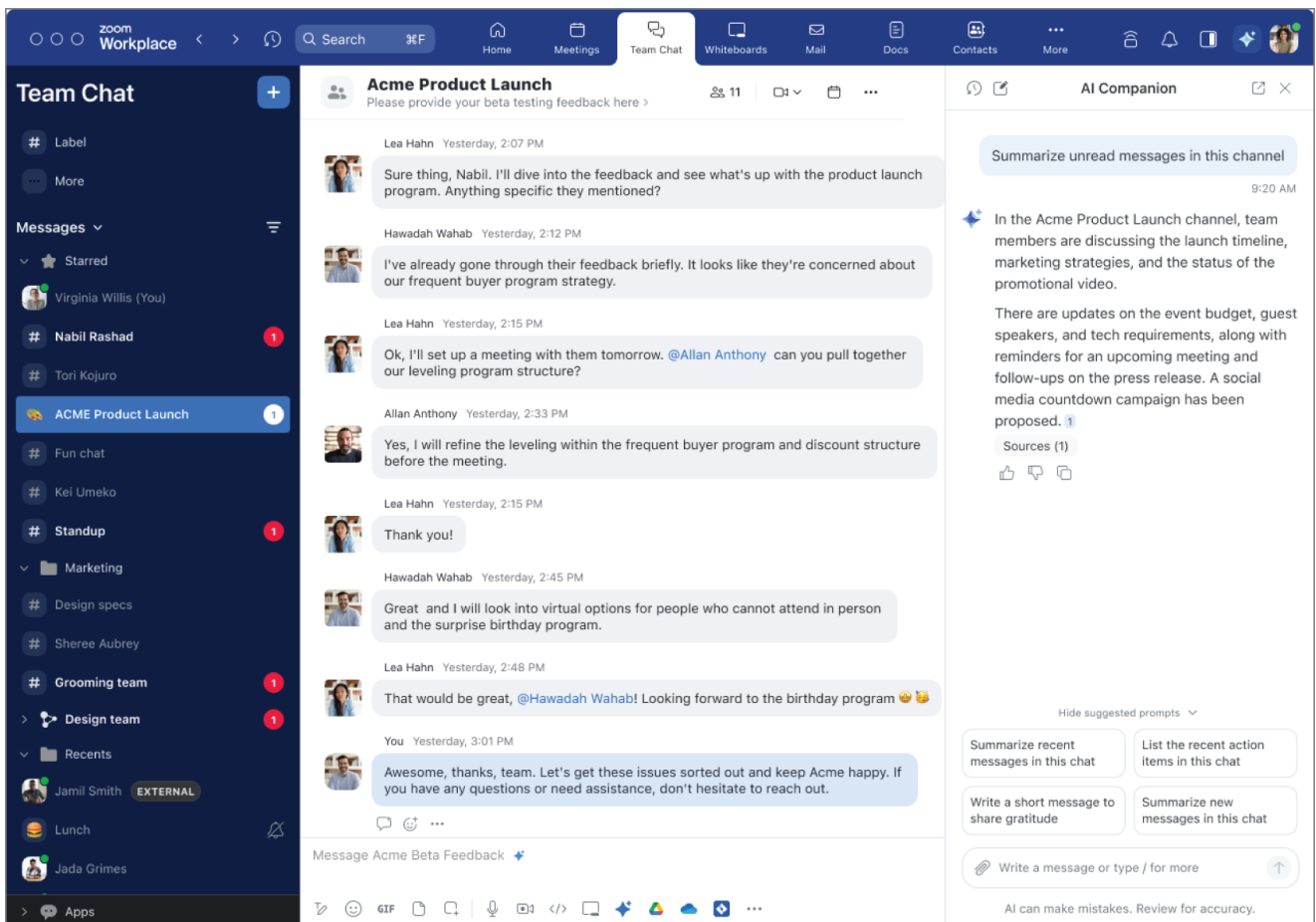


圖 8.1 ZAC 提供現成的自動會議摘要

Figure 8.1 ZAC provides an automated meeting summary out of the box

資料來源：Zoom Communications, Inc /

<https://www.zoom.com/en/blog/zoom-ai-companion-getting-started-guide/> 最後訪問日期：2025年2月5日

Source: Zoom Communications, Inc /

<https://www.zoom.com/en/blog/zoom-ai-companion-getting-started-guide/> last accessed on February 05, 2025

設置並忘記它

Set It and Forget It

圖 8.3 顯示了使用者覺得需要設定 ZAC 時的設定畫面。如您所見，這是非常基本的。

Figure 8.3 shows the settings screen in the unlikely event that users feel the need to configure ZAC. As you can see, it ' s very basic.

Zoom AI Companion 的設計採用「設定後就忘記」的方法，可以選擇自動啟動並適用於每次會議。為什麼不呢？使用 ZAC 的缺點很小。這種「輕鬆增強」方法是如何在產品中利用人工智慧的一個光輝例子。

The design of the Zoom AI Companion uses the “ set it and forget it ” approach, with the option to kick in automatically and for every meeting. And why not? There is minimal downside to using ZAC. This “ effortless enhancement ” approach is a shiny example of how AI should be utilized in a product.

UI 模態切換

UI Modality Switch

Zoom AI Companion 的另一個非常酷且富有創意的功能是 UI 模式開關。它將 Copilot 報告的整個想法提升到了一個新的水平。ZAC 可以幫助在數位白板上列出會議的想法，將內容分類，甚至開發相關的腦力激盪主題，以幫助快速啟動腦力激盪會議。圖 8.4 顯示了這個獨特的 UI 模態開關。

Another really cool and creative feature of the Zoom AI Companion is the UI Modality switch. It elevates the entire idea of Copilot reporting to a new level. ZAC can help list ideas from the meeting on a digital whiteboard, organize content into categories, and even develop relevant brainstorming topics to help jump-start the brainstorming session. Figure 8.4 shows this unique UI modality switch.

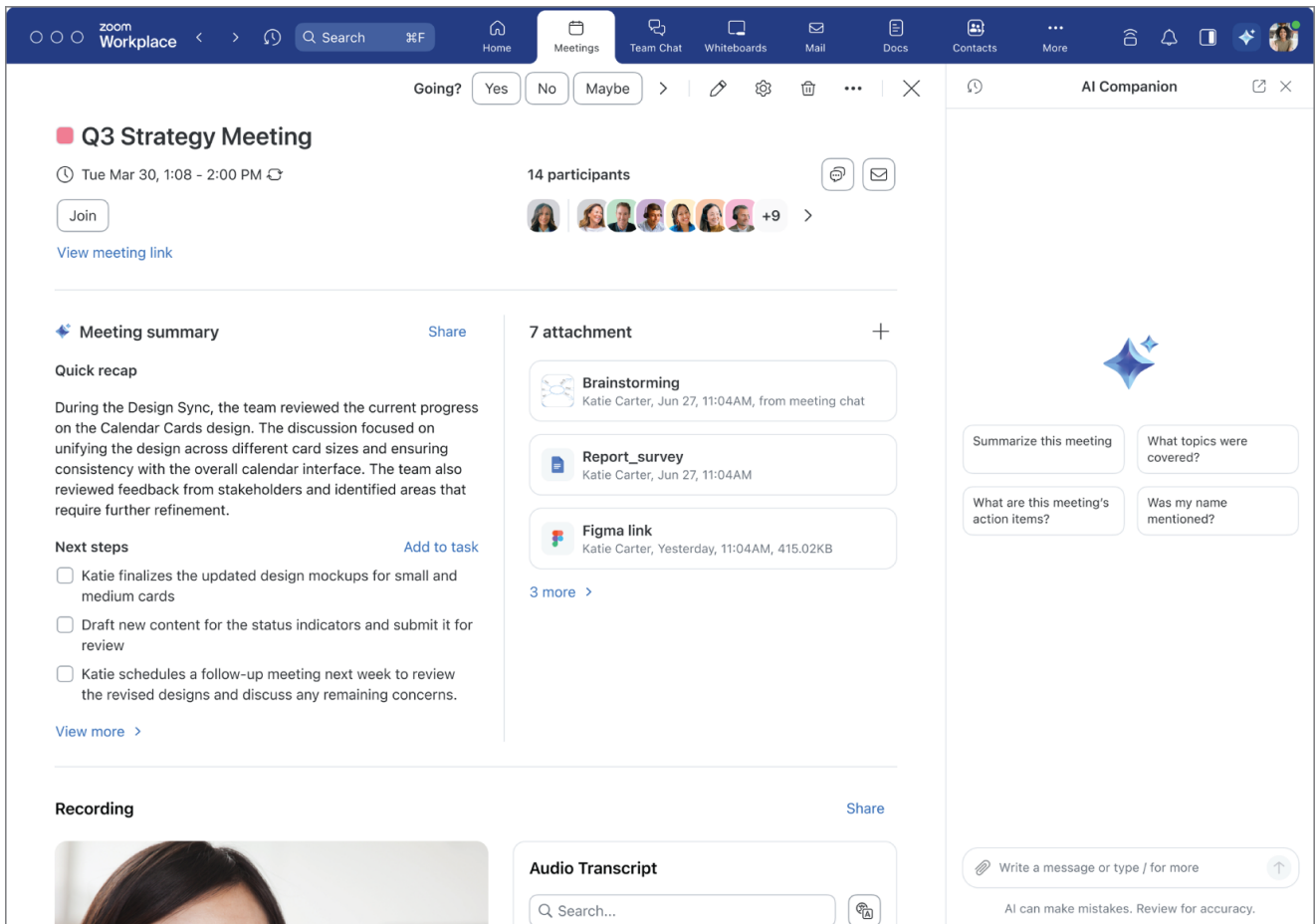


圖8.2 ZAC可以回答有關會議的問題

Figure 8.2 ZAC can answer questions about the meeting

資料來源：Zoom Communications, Inc /

<https://www.zoom.com/en/blog/zoom-ai-companion-getting-started-guide/> 最後訪問日期：2025年2月5日

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該應用程式從易於理解的摘要開始，並在需要時將想法轉化為腦力激盪的畫布空間。這種平穩、快速、按需的模式變化（同時也轉移了會議的背景）尤其令人印象深刻。這類似於

Sumo Logic Copilot 在地圖上呈現地理位置查詢的結果或摘要查詢的長條圖。使用 AI 自動切換 UI 模式以滿足任務的需求感覺就像魔術一樣。在您自己的 Copilot 設計中，尋找類似的機會，讓 AI 根據需要選擇正確的 UI 模式，以滿足使用者任務的需求，同時保持對話的內容繼續進行！

The application starts with an accessible summary and transforms the ideas into a brainstorming canvas space whenever it ' s needed. This smooth, rapid, on-demand change of modality (while also transferring the context of the meeting) is especially impressive. This is similar to how Sumo Logic Copilot would render the results on the map for a geolocation query or as a bar chart for a summary query. Using AI to switch UI modalities automatically to fit the needs of the task feels like magic. In your own Copilot design, look for similar opportunities to have AI pick the right UI modality as needed to address the demands of the user ' s task while keeping the context of the conversation going!

Microsoft 安全性副駕駛

Microsoft Security Copilot

Microsoft Security Copilot (簡稱 MSC) 也提供報告功能，但有一些顯著差異。它提供兩種不同類型的報告：執行摘要和看板。讓我們更仔細地研究這兩個功能的使用者體驗設計。

The Microsoft Security Copilot (MSC for short) also provides reporting functionality, but with a few notable differences. It offers two different types of reports: an executive summary and a pinboard. Let ' s examine the UX design of these two features more closely.

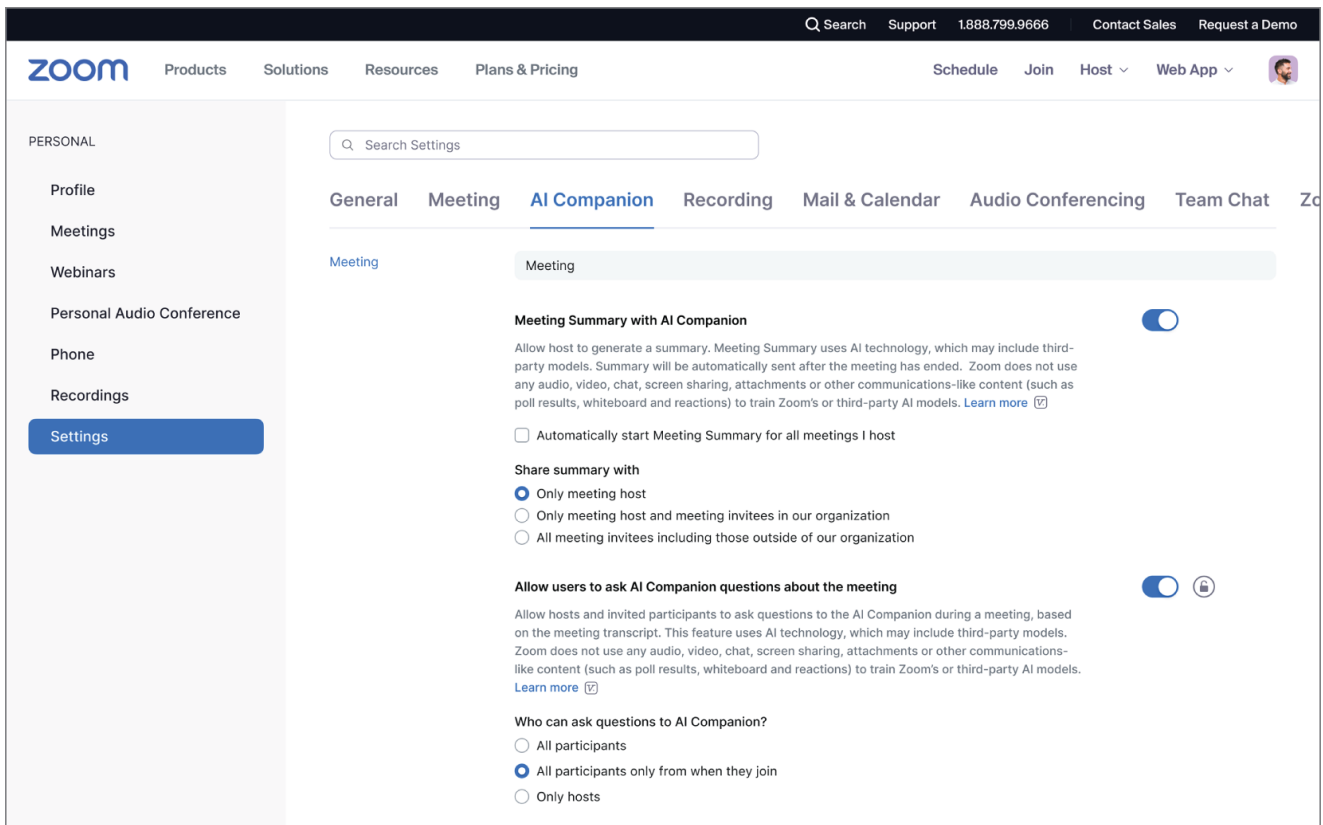


圖 8.3 ZAC 的好處之一是無需太多設置

Figure 8.3 One of the benefits of ZAC is that there is not much to set up

資料來源：Zoom Communications, Inc /

<https://www.zoom.com/en/blog/zoom-ai-companion-getting-started-guide/> / 最後訪問日期：2025年2月5日

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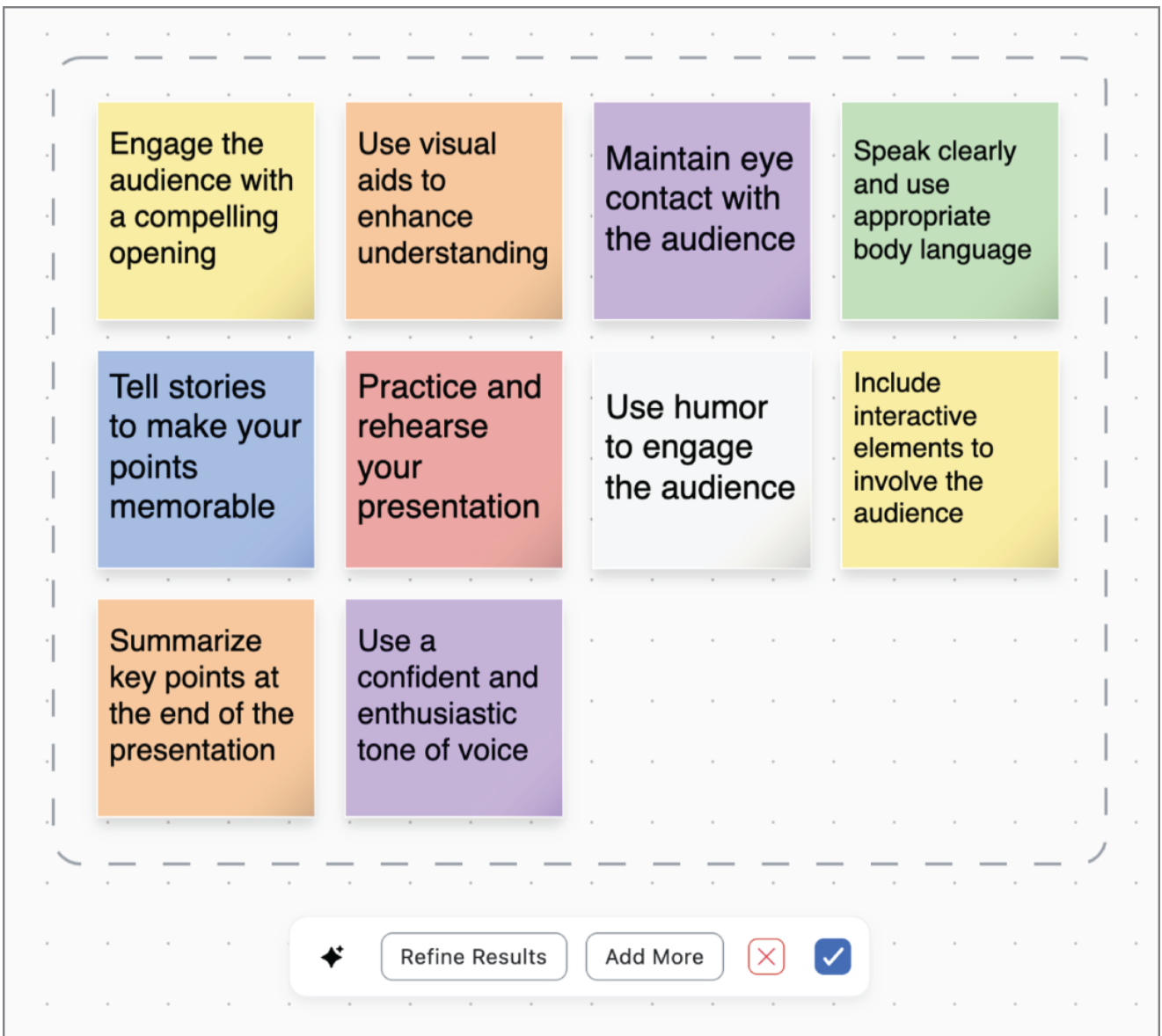


圖 8.4 ZAC 透過在虛擬白板上組織會議構想，使用不同的 UI 模式

Figure 8.4 ZAC uses a different UI modality by organizing the meeting ideas on a virtual whiteboard

資料來源：Zoom Communications, Inc /

<https://www.zoom.com/en/blog/zoom-ai-companion-getting-started-guide/> 最後訪問日期：2025年2月5日

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執行摘要：一般報告

Executive Summary: A General Report

MSC 的第一個也是主要功能是，它通過簡單的提示輕鬆提供安全事件的自動化執行摘要文檔。這是一個關鍵特徵，因為此類報告是由領導層、政府法規和行業最佳實踐強制執行的。安全事件是一件大事；這有點像當有人試圖闖入您公司的數字資產時您必須提交的警方報告。這就是為什麼一般執行摘要報告是一項非常有用的功能，ChatGPT 等法學碩士非常適合此功能。

The first and primary feature of the MSC is that it provides effortless automated executive summary documentation of the security incident with a simple prompt. This is a key feature because such reports are mandated by the leadership, government regulations, and industry best practices. A security incident is a big deal; it ' s a bit like a police report you must file when someone tries to break into your company ' s digital properties. This is why a general executive summary report is an incredibly useful feature for which LLMs like ChatGPT are ideally suited.

Microsoft 並沒有對其執行摘要進行任何打擊，如圖 8.5 所示。這份報告的一大特色是它用簡單易懂、無行話的英語編寫，適合廣泛的用戶使用：領導層、審計師、監管機構和安全團隊本身。

Microsoft is not pulling any punches with their Executive Summary, shown in Figure 8.5. One of the superb features of this report is that it is written in plain, understandable, jargon-free English, suitable for consumption by a wide range of users: the leadership, auditors, regulators, and the security team itself.

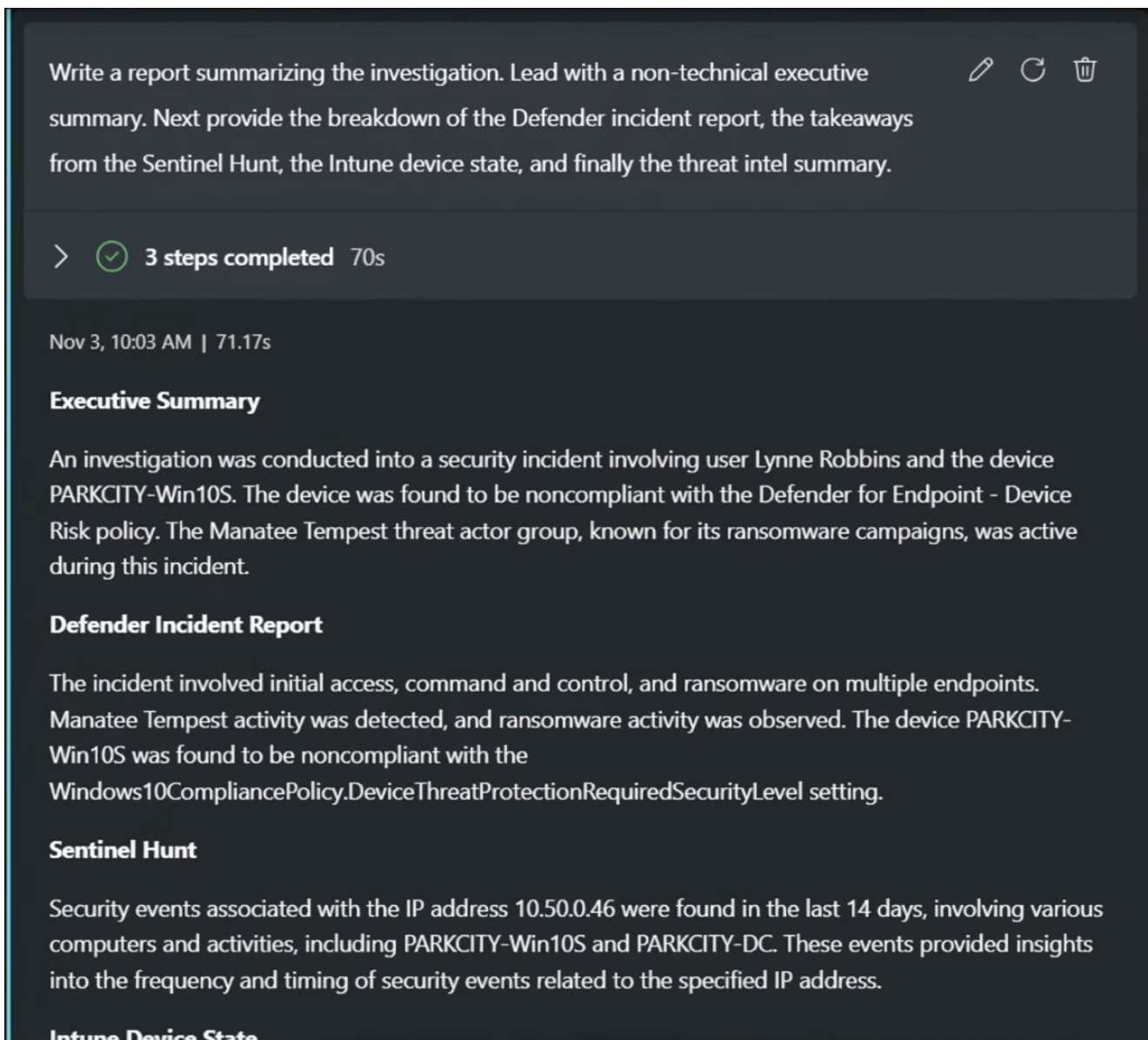


圖8.5 《行政摘要》以無行話的英文生成，適合各持份者及監管機構使用。

Figure 8.5 The Executive Summary report is generated in jargon-free English suitable for consumption by various stakeholders and regulators

資料來源：Microsoft力學 / https://youtu.be/0lg_derTkaM?si=owtioHgBXQmo8u6d/
最後訪問日期：2025年2月5日

Source: Microsoft Mechanics / https://youtu.be/0lg_derTkaM?si=owtioHgBXQmo8u6d/ / last accessed on February 05, 2025

Pinboard：僅關注選定關鍵細節的專業報告

Pinboard: A Specialized Report Focused Only on Selected Key Details

除了提供執行摘要事件報告外，MSC 還提供另一個出色的功能：能夠從手動選擇的數據創建自定義看板，其中包含來自產生富有成效的見解的調查線的詳細見解。

In addition to providing the Executive Summary incident report, the MSC offers another excellent feature: the ability to create a custom pinboard from the manually selected data that contains detailed insights from the lines of investigation that yielded fruitful insights.

與任何調查一樣，安全團隊通常會查看最常見的嫌疑人，並發現他們“無罪”——也就是說，他們沒有看到與安全事件相關的可疑之處。調查的這些「旁線」通常是漫長的、多步驟的事務，安全團隊在找出真正的罪魁禍首之前經常進行幾條徒勞無功的調查。在最終技術報告中添加所有可能的細節使其成為一個冗長、乏味且令人困惑的敘述。此外，列出發生的所有事情會增加 LLM

在建立摘要時出現幻覺、指出錯誤的根本原因或與不相關資訊混淆的機會。相反，MSC 做了一些聰明的事情：它允許用戶僅將最相關的資料點「固定」到臨時的「釘板」空間，然後使用 Copilot LLM 來建構僅限於固定資料點的報告（見圖 8.6）。

As with any investigation, the security teams often look at the most common suspects and find them “innocent of the crime”—that is, they see nothing suspicious related to the security incident. These “side tangents” of the investigation are often lengthy, multistep affairs, and the security teams frequently undertake several fruitless lines of inquiry before they figure out the real culprit. Adding every possible detail to the final technical report makes it a long, tedious, and confusing narrative. Additionally, listing everything that happened increases the chances that the LLM will hallucinate, call out the wrong root cause, or get confused with unrelated information when creating the summary. Instead, the MSC does something clever: It allows the user to “pin” only the most relevant data points to a temporary “pinboard” space and then uses the Copilot LLM to construct the report limited only to the pinned data points (see Figure 8.6).

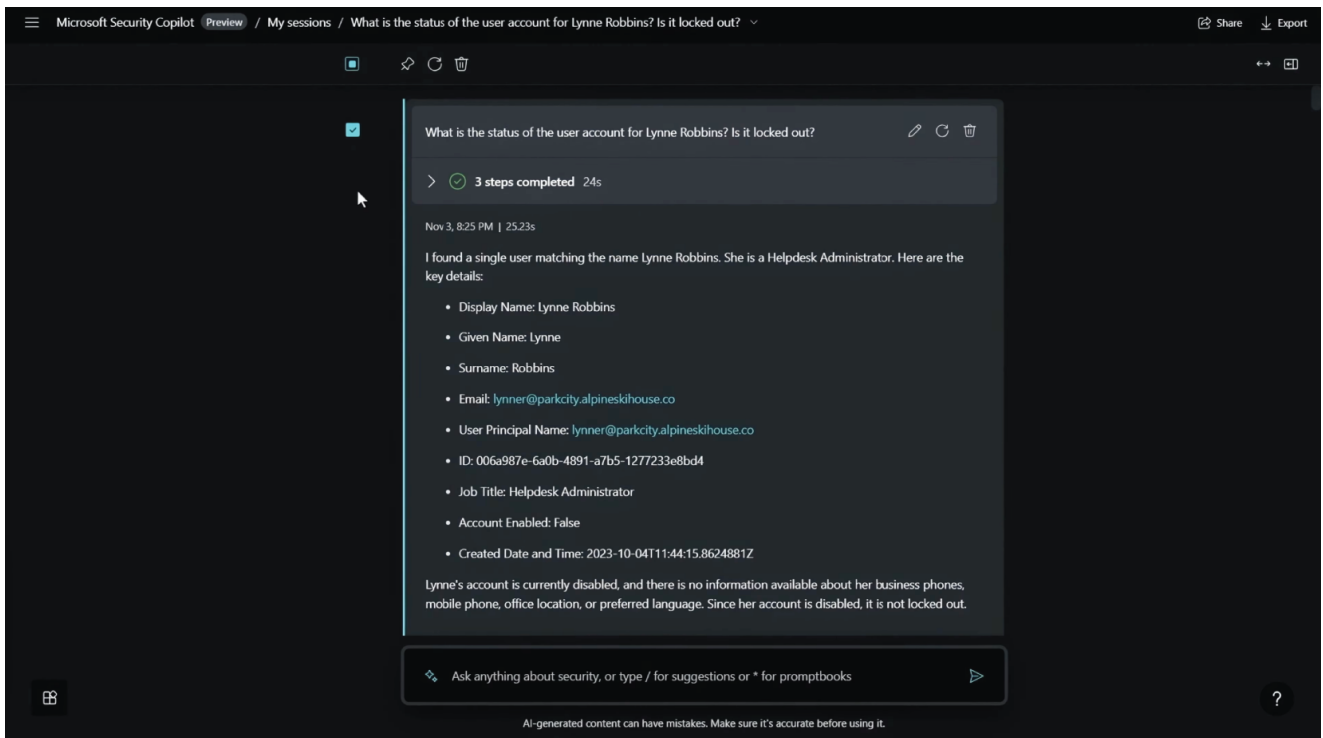


圖 8.6 Pinboard 報告是透過僅選擇團隊想要包含的項目來產生的，大大提高了清晰度

Figure 8.6 The Pinboard report is generated by selecting only the items the team wants to include, greatly improving clarity

資料來源：Microsoft 力學 / https://youtu.be/0lg_derTkaM?si=owtioHgBXQmo8u6d/

最後訪問日期：2025 年 2 月 5 日

Source: Microsoft Mechanics / https://youtu.be/0lg_derTkaM?si=owtioHgBXQmo8u6d/ / last accessed on February 05, 2025

然後，釘板可作為單獨的報告提供，以便稍後加入調查的任何人都可以直接跳轉到關鍵信息，如圖 8.7 所示。

The pinboard is then available as a separate report so that anyone joining the investigation at a later time can jump straight to the critical information, as shown in Figure 8.7.

圖 8.8 所示的釘板使用人工選擇的資訊提供了完整的報告。

The pinboard shown in Figure 8.8 provides a complete report using human-selected information.

報告資訊：自動忽略與手動揀選？

Info for Report: Ignore Automatically vs. Pick Manually?

有趣的是，Zoom AI Companion（ZAC）和 Microsoft Security Copilot（MSC）在如何選擇報告資訊方面在設計上存在顯著差異。ZAC 會自動過濾掉不相關的資訊；例如，如果會議以一位參與者對他們最近前往巴哈的旅行以及他們在那裡的船上捕獲的所有奇妙藍鰭金槍魚的冗長描述開始，那麼 ZAC 可能會從會議摘要中省略這個（無論多麼迷人）釣魚冒險。（但是，我們可以假設人工智慧仍然能夠回答有關相關人員捕獲的鮪魚大小的問題。“當我看到那條金槍魚時，我說‘我們需要一艘更大的船’！”）

Interestingly, the Zoom AI Companion (ZAC) and the Microsoft Security Copilot (MSC) diverge significantly in their designs in terms of how the information for the report is chosen. ZAC automatically filters out nonrelevant information; for example, if the meeting started with one of the participant's lengthy accounts of their recent trip to Baja and all the fantastic bluefin tuna they caught on the boat there, ZAC will likely omit this (however fascinating) fishing adventure from the meeting summary. (However, we can assume that the AI will still be able to answer questions about the size of tuna caught by the person in question. “When I saw that tuna, I said ‘We’re going to need a bigger boat’!”)

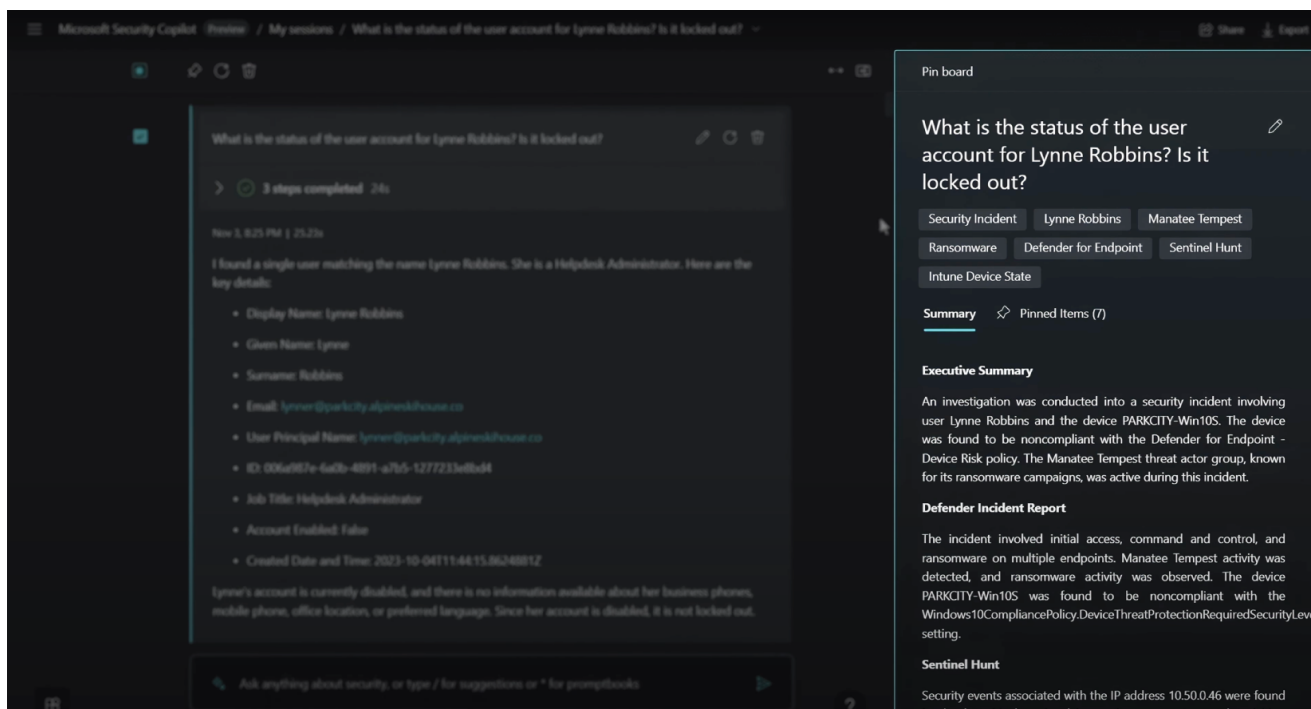


圖 8.7 當分秒必爭時，Pinboard 功能允許任何參與調查的人快速上手

Figure 8.7 When seconds matter, the Pinboard feature allows anyone joining the investigation to come up to speed fast

資料來源：Microsoft 力學 / https://youtu.be/0lg_derTkaM?si=owtioHgBXQmo8u6d/

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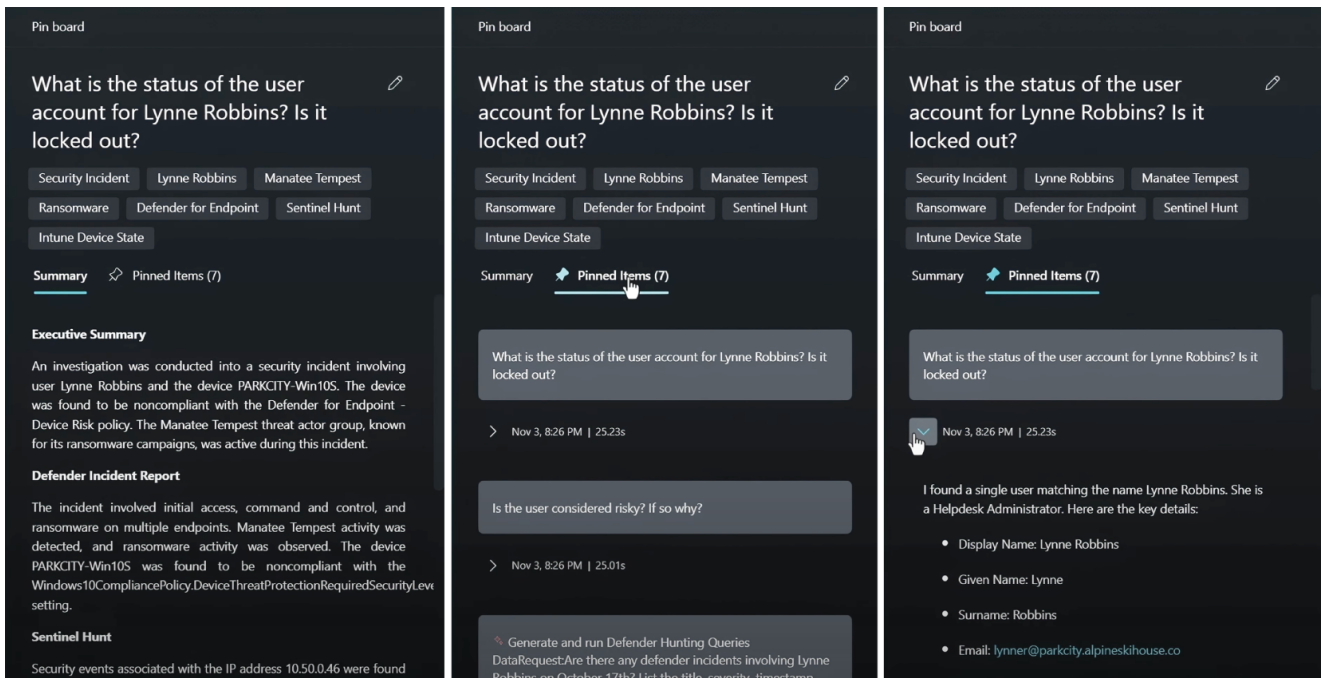


圖 8.8 Pinboard 報告僅限於人工選擇的資訊

Figure 8.8 The Pinboard report is limited only to human-selected information

資料來源：Microsoft力學 / https://youtu.be/0lg_derTkaM?si=owtioHgBXQmo8u6d /

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相較之下，Microsoft Security Copilot Pinboard 功能嚴重依賴人類安全分析師來協助挑選正確的資料以在報告中展示。這可能有兩個原因：

In contrast, the Microsoft Security Copilot Pinboard feature relies heavily on the human security analyst to help pick the right data to showcase in the report. This is likely for two reasons:

- 很難區分高度相關但徒勞無功的安全調查途徑與會議中講述的藍鰭金槍魚的故事之間的區別，而且大多數人工智慧，無論訓練有素，都很難為聽起來相似的資訊賦予不同的含義。It's harder to tell the difference between a highly relevant yet futile avenue of security investigation and a story about the bluefin tuna told in the meeting, and most AIs, no matter how well trained, will have a hard time assigning different meanings to similar-sounding information.

- Pinboard 中的安全報告是法律要求的文件，主要受行業法規和最佳實踐的約束，並且在需要時可以在法律上接受。該報告必須盡可能完整和準確，盡可能易於理解，並且僅包含相關數據。因此，MSC 通過 Pinboard 生成的安全報告比 ZAC 生成的會議摘要重要得多。The security report in the Pinboard is a legally required document, primarily governed by industry regulations and best practices, and legally admissible should the need arise. This report must be as complete and accurate as possible, as understandable as possible, and include only pertinent data. Thus, the security report generated through the Pinboard by the MSC is much more important than a meeting summary produced by ZAC.

您可能還記得我們在第 5 章「價值矩陣——人工智慧準確性是胡說八道」中對價值矩陣的討論。這是使用者體驗必須採取的措施，誤報（錯誤地編造一些不存在的資訊）和誤報（錯誤地忽略重要的見解）通常具有不同的成本或與之相關的「處罰」，具體取決於具體用例。必須仔細權衡這些潛在的誤報和誤報，以及 Copilots 將提供的人工智慧驅動報告的好處。

As you might recall from our discussion of the value matrix in Chapter 5, “ Value Matrix—AI Accuracy Is Bullshit. Here ’ s What UX Must Do About It, ” false positives (wrongly inventing some nonexistent information) and false negatives (wrongly ignoring important insights) often have different costs or “ penalties ” associated with them depending on the specific use case. Those potential false positives and false negatives must be weighed carefully against the benefits the AI-driven reports that Copilots will provide.

便條

NOTE

MCS 和 ZAC 使用的不同設計方法是理解權衡原則的完美例子。雖然 ZAC 會自動過濾掉不必要的數據，但 MCS 選擇採用額外的人工工作來避免可能的幻覺，從而減少在關鍵安全事件報告中產生誤報或誤報的可能性。在所有涉及 AI 產品的情況下，您的設計決策必須基於對各種權衡的成本和收益的紮實而透徹的了解，包括真/假陽性和真/假陰性的成本和收益。

Divergent design approaches used by MCS and ZAC are a perfect example of the principle of understanding trade-offs. Whereas ZAC filters out unnecessary data automatically, MCS is choosing to

employ additional human work in an effort to avoid possible hallucinations and thus decrease the possibility of creating a false positive or a false negative in the crucial security incident report. In all cases involving AI products, your design decisions must be based on a solid and thorough understanding of the costs and benefits of various trade-offs, including the costs and benefits of true/false positives and true/false negatives.

正如藍仙子所說：「現在，記住，匹諾曹：做個好孩子。並始終讓您的用例成為您的指南。以客戶為中心的決策將是您作為人工智能驅動的產品設計師成功的關鍵，您理解和倡導客戶數據安全和隱私的能力也是如此。

It is as the Blue Fairy said: “ Now, remember, Pinocchio: Be a good boy. And always let your use case be your guide. ” Customer-obsessed decision-making will be the key to your success as an AI-driven product designer, as will your ability to understand and advocate for the security and privacy of your customers ’ data.

安全和隱私

Security and Privacy

這些人工智慧工具是否根據您的資料進行訓練？Zoom 和 Microsoft 都向我們保證事實並非如此，這是此類高端付費 AI Copilot 服務的關鍵。

Are either of these AI tools trained on your data? Zoom and Microsoft both assure us that this is not the case, which is the key to high-end paid AI Copilot services like these.

便條

NOTE

想像一下，如果您的關鍵產品策略決策以某種方式洩露給競爭對手，或者您的系統安全漏洞的細節以某種方式被公開。

Imagine if your key product strategy decisions were somehow leaked to a competitor, or if the details of your systems ’ security vulnerabilities were somehow made public knowledge.

Zoom AI Copilot 可以改進的一件事是回答用戶關於對話私密程度的問題——就在 Copilot 中，而不是在文檔中，文檔是一堵沒人願意閱讀的文字牆。很高興 Copilot 能引起您

的注意，並在啟動時讓您知道它正在正常工作。儘管如此，我的一些同事還是對此感到不舒服，因為他們總體上不信任人工智慧。他們想知道即使會議未錄製或 Copilot 功能已停用，IT 管理員或公司領導層是否可以查看這些文字記錄。

One thing the Zoom AI Copilot could improve would be to answer users' questions about how private their conversations are—right in the Copilot instead of in the documentation, which is a wall of text no one wants to read. It's great that the Copilot calls your attention to it and lets you know it's working right when it launches. Still, some of my colleagues were uncomfortable with it because they distrust AI in general. They wanted to know whether these transcripts are viewable by their IT admins or company leadership even when the meeting isn't being recorded or when the Copilot features are disabled.

開發您自己的 Copilot 應用程式時，請記住，雖然從客戶資料中學習可能很有用，但它通常不適合作為長期商業計劃。對安全和隱私的明確立場可能是 Copilot 設計中最需要（也是最常被忽視）的功能。

When developing your own Copilot application, remember that while it may be useful to learn from your customers' data, it is often not ideal as a long-term business plan. A clear stance on security and privacy might be the most demanded (and most often overlooked) feature in the Copilot designs.

設計練習：建立您自己的 Copilot 報告

Design Exercise: Create Your Own Copilot Report

在之前的 UI 設計練習中，我們繪製了行動 Copilot 的草圖。現在，我們將透過報告來增強您的第一個設計，並對其進行擴展。使用 ZAC 和 MSC Copilot 報告功能作為範例，集思廣益並勾勒出 Copilot 報告體驗的一些想法。考慮以下事項：

In the previous UI design exercise, we sketched our mobile Copilot. Now we will build upon and extend your first design by augmenting it with a report. Using the ZAC and MSC Copilot reporting features as examples, brainstorm and sketch some ideas for your Copilot report experience. Consider the following:

1. 您將在摘要報告中包含哪些文本？What text will you be including in the summary report?

2. 你會省略什麼？如果您省略了一些細節或社交聊天，您是否需要一種方法來向 AI 指示或以某種方式進行配置？還是編輯會由人工智慧自動完成？What will you be omitting? If you are omitting some details or social chatter, do you need a way to indicate to the AI or configure that in some way? Or will the editing be automatically done by the AI?
3. 如果使用者要手動設定報表，他們應該指出要保留哪些內容或要移除哪些內容？If the user will be manually configuring the report, should they indicate what they want to keep or what they want to remove?
4. 誰將是報表的使用者？他們是將使用您的 Copilot 的人嗎？還有誰可能會看到這份報告？是否有任何安全和隱私問題？Who will be the users of your report? Are they the same people who will be using your Copilot? Who else might be seeing the report? Are there any security and privacy concerns?
5. 您是否只需要一種類型的報告或多種類型的報告（例如，每日、每週等）或您可以與領導/團隊/家庭等分享的內容？Do you need just one type of report or multiple types (e.g., daily, weekly, etc.) or something you might share with leadership/team/family/etc.?
6. 您是否允許使用者詢問有關此報告的問題？Will you be allowing the user to ask questions about this report?
7. 您需要提供哪些設定才能設定報表？（提示：這裡絕對足夠了！What settings will you need to provide to configure the report? (Hint: Just enough is definitely more here!).

最後，考慮您的使用案例是否需要提供純文字摘要或使用一些圖表來增強文字。（我們將在第 13 章「使用折線圖進行預測」和第 14 章「異常偵測設計」中深入研究人工智慧驅動的圖表。

Finally, consider if your use case warrants providing a text-only summary or augmenting the text with some graphs. (We will be digging deeply into AI-driven graphs in Chapter 13, “Forecasting with Line Graphs,” and Chapter 14, “Designing for Anomaly Detection.”)

便條

NOTE

如果您需要靈感，請考慮以下範例。在完成自己的設計練習之前，不要繼續下一章。

If you need inspiration, consider the following example. Do not proceed to the next chapter until you have completed your own design exercise.

設計練習範例：生命時鐘副駕駛報告

Design Exercise Example: Life Clock Copilot Report

延續上一章的生命時鐘/生命副駕駛主題，我們肯定會想在我們的應用程式中添加一些報告。

Continuing our Life Clock/Life Copilot theme from the previous chapter, we will definitely want to add a couple of reports to our application.

每日報告

Daily Report

由於 Copilot 的部分工作是回答有關各種食物的假設問題，因此並非使用者詢問的所有內容都會被實際消耗掉。因此，我們在前一章的設計中缺少的功能之一是對食物和運動的準確每日總結。我們也應該自然地包括添加或刪除食物和運動的能力。在下面的例子中（見圖 8.9），我省略了戰術屬性資訊（+2 實力、-1 魅力等）。相反，我專注於生命時鐘的結果和一些關於我們可卡因大小的咖啡習慣的尖刻“生活教練”評論。

Since part of the job of the Copilot is to answer hypothetical questions about various foods, not everything the user will ask about will actually be consumed. Thus, one of the functions we are missing in the previous chapter's design is an accurate daily summary of foods and exercise. We should also naturally include the ability to add or delete food and exercise. In the following example (see Figure 8.9), I omitted the tactical attribute information (+2 strength, -1 charisma, etc.). I focused instead on the life clock outcome and some snarky “life coach” commentary about our cocaine-sized coffee habit.

我們也可以在報告中添加以下一項或多項內容：

We could have also added one or more of the following to our report:

- 最好和最差的日常食物 Best and worst daily foods
- 用於添加食物/運動的專用按鈕 A dedicated button to add foods/exercise

- 將這一天標記為完成的能力The ability to mark the day as complete
- 關於食物和運動的拆分報告（按順序或在單獨的選項卡上）Split report on food and exercise (in sequence or on separate tabs)
- 將「教練聊天」AI 日摘要和食物清單分割在兩個單獨的標籤上Split “coach chat” AI day summary and list of foods on two separate tabs
- 今年每週趨勢與上週或平均週相比Weekly trends vs. last week or vs. average week this year
- 還有更多！And so much more!

☰ LIFE COPILOT

TODAY'S SUMMARY

BREAKFAST

OAT MEAL & BLUEBERRIES :

COFFEE

LUNCH

FISH & ASPARAGUS :

COFFEE + BIKE 14mi

DINNER

PEPPERONI PIZZA :

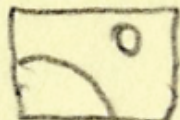
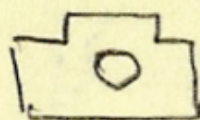
COFFEE



+3 MIN
LIFESPAN

CONGRATS!

BUT YOU MAY WANT TO EASE
UP ON THE CAFFEINE THO!



ASK...

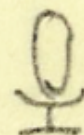


圖8.9 Life Copilot每日匯總報告

Figure 8.9 Life Copilot Daily Summary Report

可能性的清單幾乎是無窮無盡的。您如何決定要包含哪些功能以及刪除哪些功能？你為什麼不在房間裡找一群聰明人，點一堆拿鐵咖啡，然後用很多很多標誌性的用戶體驗戲劇來戰鬥呢？當然，Helvetica 的設計獲勝！（不。答案是研究。明顯地。我們將在本書的第 3 部分中討論最新的 AI UX 研究方法。

The list of possibilities is virtually endless. How do you decide which feature to include and what to drop? Why don't you get a bunch of smart people in the room and order a bunch of lattes and fight it out with lots and lots of trademark UX drama? Of course—the design with Helvetica wins! (No. The answer is research. Obviously. And we'll tackle the latest UX for AI research methodology in Part 3 of this book.)

最後，你有沒有注意到「藍莓」這個詞拼錯了？我在圖中留下了這一點，以提醒您的設計適合用例比完美拼寫所有內容更重要！不要完善您的早期原型——它們應該是粗糙的，並能引起客戶誠實、開放的對話。盡快與客戶一起測試，不斷丟棄不良想法，並快速迭代以改善體驗並提供更大的價值。

Finally, did you notice that the word “Blueberries” is misspelled? I left that in the drawing as a reminder that it is much more critical that your design fits the use case than that you spell everything perfectly! Don't perfectionize your early prototypes—they are supposed to be rough and elicit honest, open conversations with your customers. Test with customers as soon as possible, continuously discard bad ideas, and iterate fast to improve the experience and deliver greater value.

每週報告

Weekly Report

大多數人都會同意，雖然每天的變化可能很大，但可以使用顯示最佳週期水平的每週報告來衡量和查看更具影響力的生活方式趨勢。如圖 8.10 所示，每週報告可以包括個別日期的簡明摘要以及每週摘要和匯總。

Most people would agree that while daily variations can be dramatic, more impactful lifestyle trends can be measured and viewed using weekly reports that show an optimal level of periodicity. As Figure

8.10 shows, the weekly report can include a concise summary of individual days and a weekly summary and rollup.

≡ LIFE COPILOT WEEKLY SUMMARY

MONDAY
+3 MIN

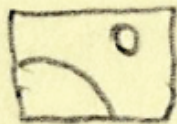
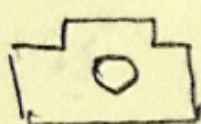
TUESDAY
-2 MIN



+1 MIN
LIFESPAN

89.33
YEARS

CONGRATULATIONS! BUT
YOU CAN ADD MORE AEROBIC
EXERCISE FOR EVEN MORE
LIFE CLOCK!



ASK...

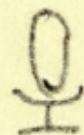


圖 8.10 Life Copilot 每週報告

Figure 8.10 Life Copilot Weekly Report

請注意，我在這兩個設計中重複使用了底部對話“詢問欄”，這節省了我的時間，並向原型評估員指示“詢問欄”固定在屏幕底部，並且報告在後台滾動經過它。我還創建了圖 8.11 中所示的導航菜單作為疊加層，以節省單獨繪製每個屏幕的時間和精力，同時創建更逼真的材料設計。

Note that I reused the bottom conversation “ Ask bar ” in both designs—that saved me time and indicated to the prototype evaluator that the “ Ask bar ” is pinned at the bottom of the screen, and the report scrolls past it in the background. I also created the navigation menu shown in Figure 8.11 as an overlay to save time and effort drawing each screen separately while creating a more realistic material design.

當你畫畫集思廣益並節省時間時，紙質原型就變成了回答問題和確認假設的一種手段——一種盡可能快速、廉價地失敗的方式，象徵性地提醒不要愛上如此短暫和粗糙的東西。這是我的第四本書《1 美元原型》的中心主題之一，也是我將在本書第 3 部分中介紹的眾多現代 AI 研究技巧之一。

When you draw to brainstorm and save time, a paper prototype becomes a means to answer questions and confirm hypotheses—a way to fail as fast and cheaply as possible, a token reminder not to fall in love with something so ephemeral and crude. This is one of the central themes of my fourth book, \$1 Prototype, and one of many modern UX for AI research tricks I will cover in Part 3 of this book.

≡ Hi GREG

LOT
ARY

TODAY

YESTERDAY

THIS WEEK

LAST WEEK

MONTHLY

YEARLY

SETTINGS

ACCOUNT

LOG OUT

89.33
YEARS

BUT
RE AEROBIC
TEN MORE

0
I

圖 8.11 Life Copilot 導航選單

Figure 8.11 Life Copilot Navigation menu